

Distance Support

A world of support at your fingertips

Anchor Desk

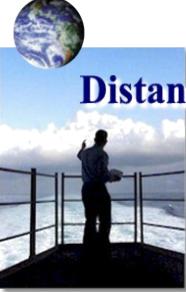
I need to . . .

Distance Support Brief

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Adapting and transitioning today's business processes and support infrastructure

to the tools and technology of E-Business and Information Technology



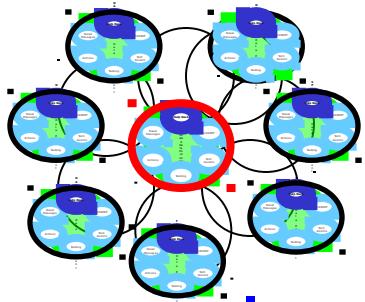
Distance Support

What it does/is

Distance Support is a business process transformation that leverages the tools and technology of eBusiness and Information Technology to provide:

- ⇒ The “Warfighter” a “Virtual SYSCOM presence” and is the primary means for “Reach-back support”
- ⇒ The Support Infrastructure the data and information to make proactive system, equipment and process improvements

Distance Support: Key Tenants



CRM/SOS

KM

DS

**WEB Enabled Tracking,
Work Flow Management and
Shared Data Environment**

**Standardized Metrics
and
Improvement Environment**

**CONNECTIVITY/COLLABORATION/
BUSINESS PROCESS**

24/7/365

**Reach-Back Support
for SURGE and SUSTAIN**



Virtual Presence

**MATRIX
SOS**

**Navy Integrated
Call Center
“AnchorDesk”**

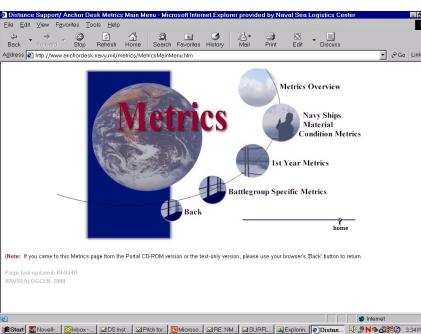
24/7/365

Reach-Back Support

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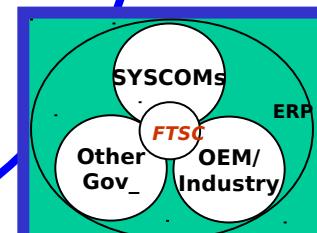
WWW.ANCHORDESK.NAVY.MIL

TELE-TOOLS



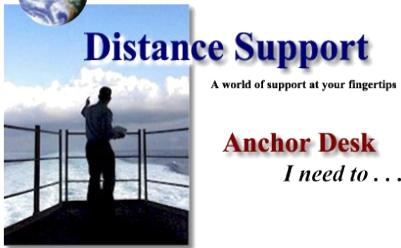
Collaborative Infrastructure

**Material Condition Data
Acquisition and Analysis
for CONSTITUTE**



**Success depends upon all three
elements**

Distance Support: The Transformation Roadmap



⇒ Focus on Warfighter Readiness

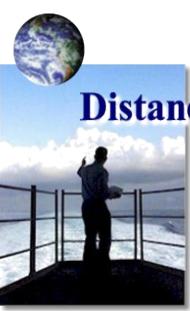
- ⇒ 24/7/365 Reachback Support
 - ⇒ Business Process
 - ⇒ Collaborative Environment
 - ⇒ Collaborative Support Infrastructure

⇒ Platform Residency/Virtual SYSCOM Presence

- ⇒ Knowledge Management/Projection
- ⇒ Business Intelligence

⇒ Extend the Tools, Technology and Philosophy

- ⇒ Sea Enterprise
- ⇒ Sea Swap
- ⇒ Sea Warrior
- ⇒ Public / Private Sector Consortium
- ⇒ Joint (Services) Distance Support and Reach-Back ACTD
- ⇒ Joint Ally



Distance Support

What we've done already

Focus on Warfighter Readiness

- ⇒ Business Process
- ⇒ Collaborative Environment
- ⇒ Collaborative Support Infrastructure

Products and Services

- ⇒ 24/7/365 Support
 - ⇒ NICC
 - ⇒ Source of Support Matrix
 - ⇒ Infrastructure
- ⇒ Anchor Desk Portal
 - ⇒ Content

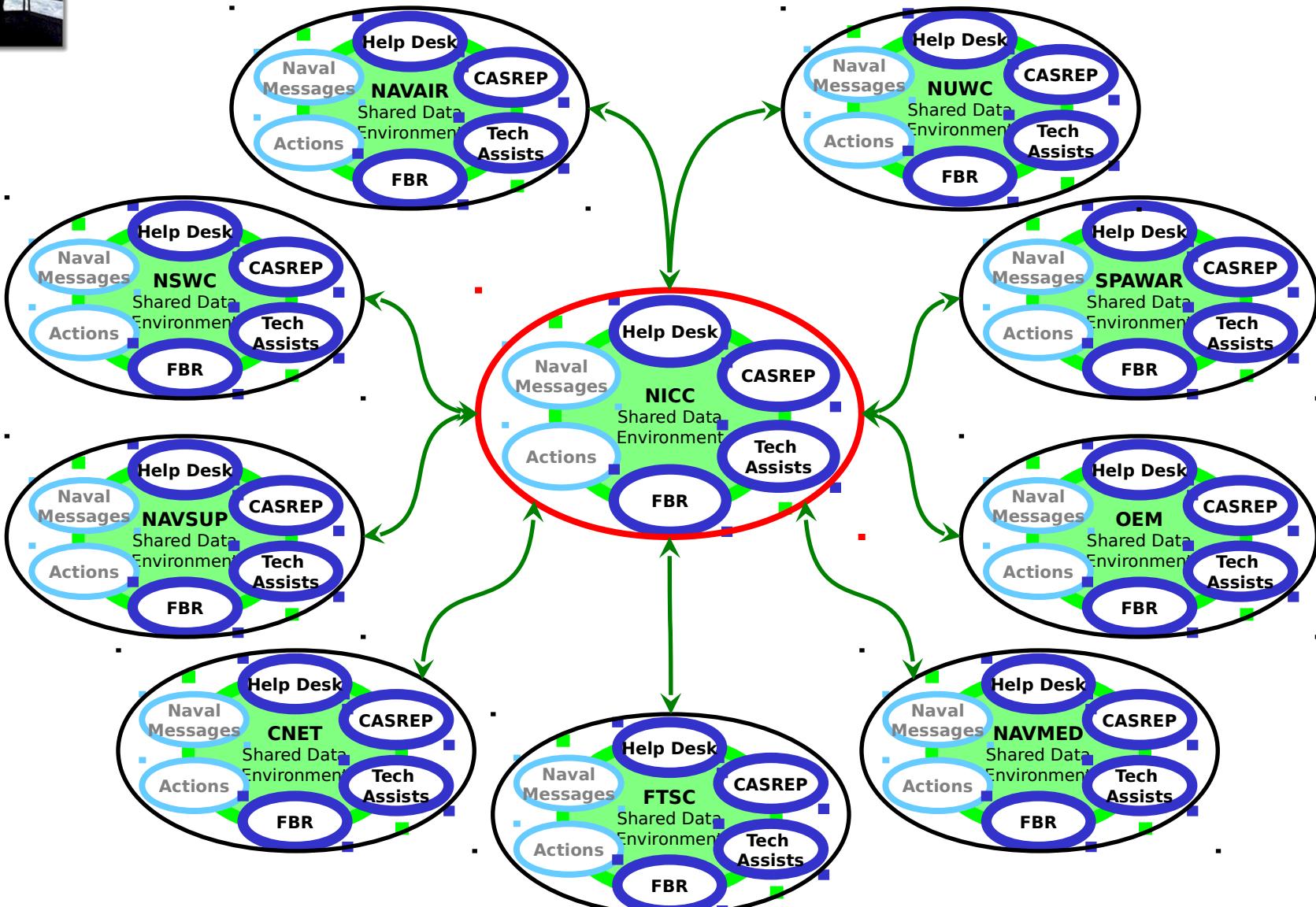
DS CRM Core Support “Footprint”

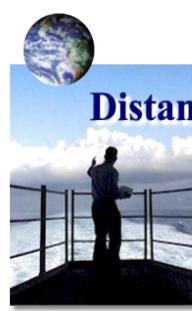
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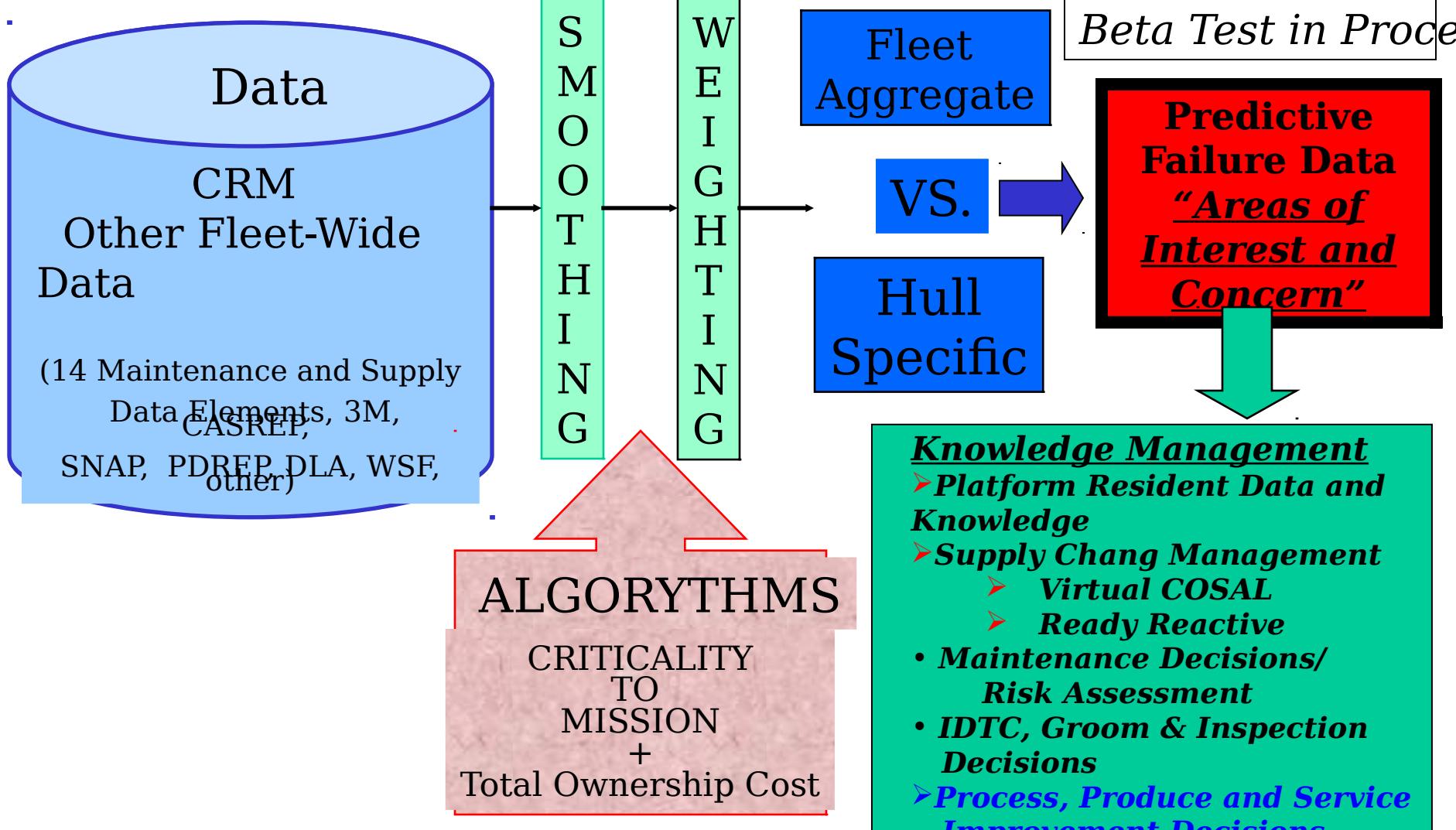
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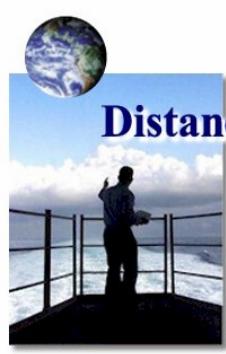




Anchor Desk
I need to...

Data Mining and Analysis for : Platform Residency, Knowledge Management and Projection





Anchor Desk
I need to ...

Standardized Metrics and Improvement Environment

Standard Data Elements & Basic Metrics

Quick Report (Executive Dashboard)

<http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu.htm>>

Senior Level Quarterly Metrics Trends

Balanced Scorecard - User Defined Metrics

- Uses Balanced Score Card Approach
 - Tailored to specific customer Can Link to any Oracle Based Database
- Allows for detailed Anchor Desk Data and other data such as Ships' 3-M Data

<http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu/>

Data Mining, Analysis and Knowledge Management

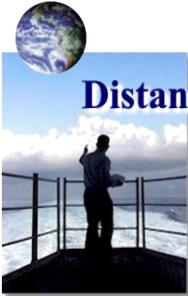
Navy Ships Material Condition Metrics <http://www.AnchorDesk.Navy.Mil/Metrics/MetricsMainMenu/>

Platform Resident Data / Virtual COSAL (Ready Reactive)

Maintenance Decisions / Risk Assessment

Process, Product and Service Improvements

- Resource Decisions



Distance Support

What we are going to do

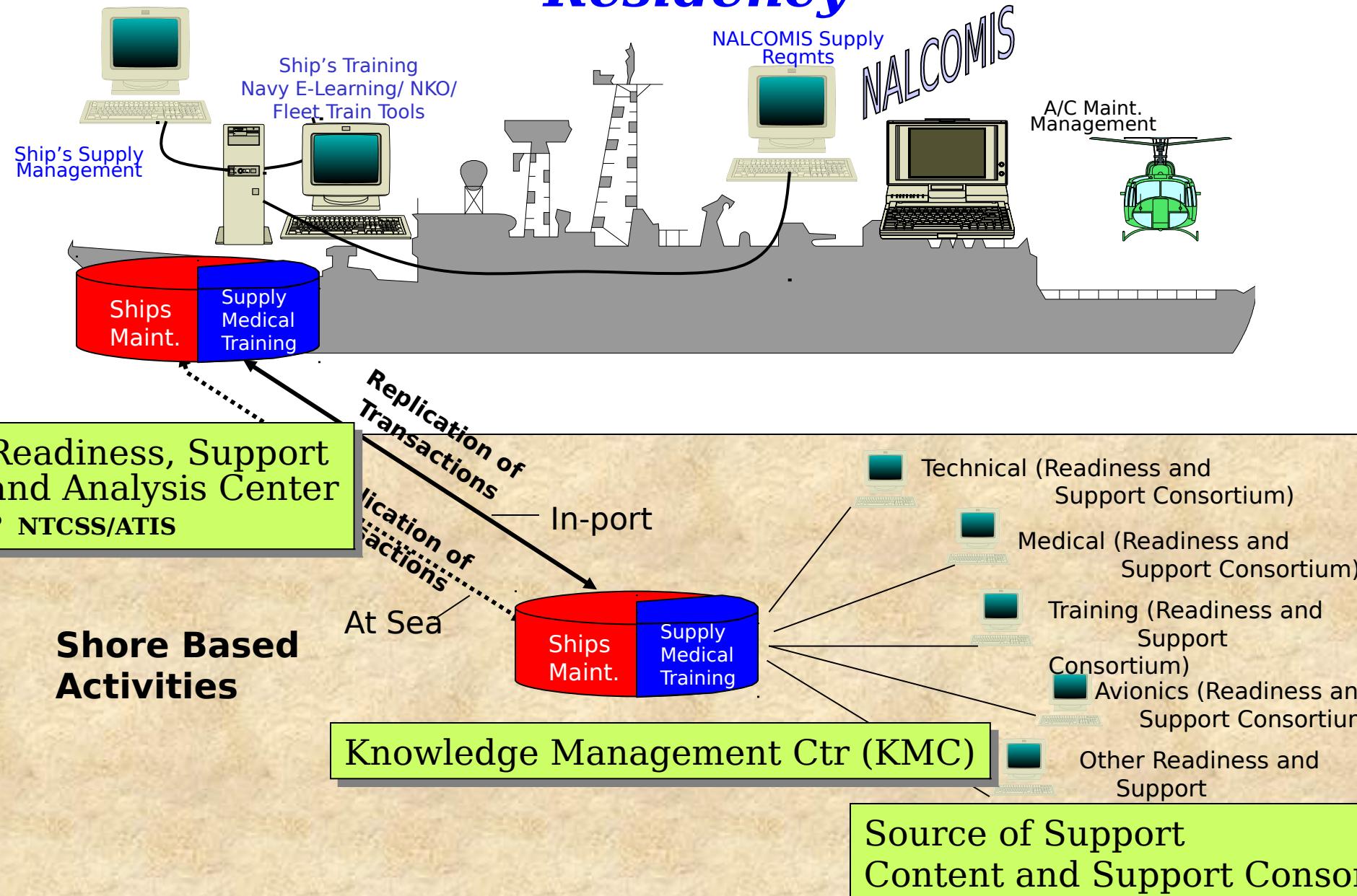
Platform Residency/Virtual SYSCOM Presence

- ⇒ Business Intelligence
- ⇒ Knowledge Management/Projection
- ⇒ Data Acquisition, Transfer and Distribution

Data Aggregation and Modeling

- ⇒ Customized Predictive Analysis
- ⇒ Relevant Information Management
 - ⇒ Mission
 - ⇒ Platform
 - ⇒ System
 - ⇒ Equipment
- ⇒ Proactive Support

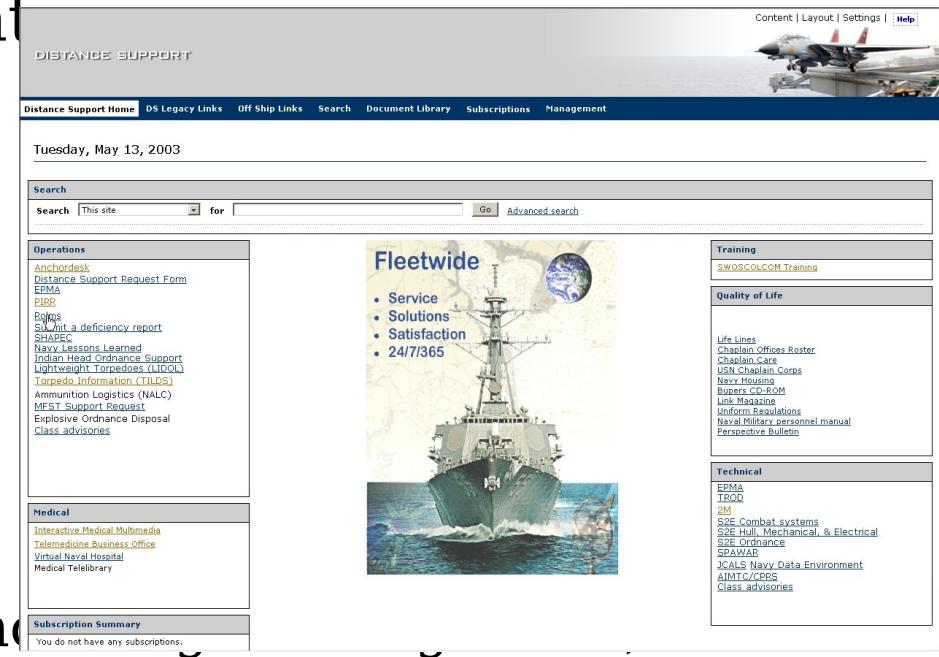
Distance Support Version 2 ...Platform Residency



Distance Support version 2

Is...

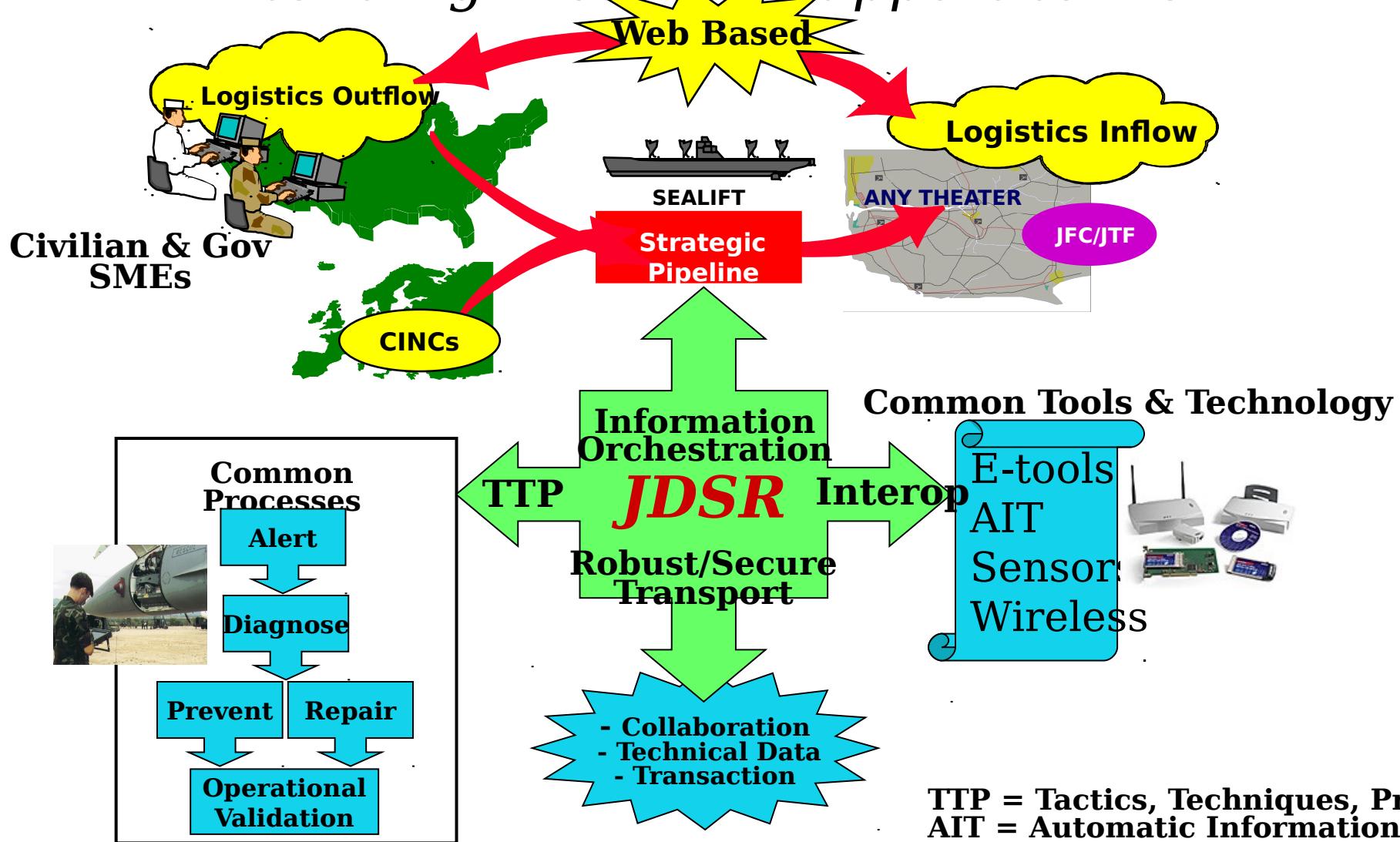
- Shipboard Resident Content
 - Technical
 - Training
 - Electronic Aids
 - Quality of Life
- Conduit of Sensor Data
- Relationships
 - SPAWAR Teaming (NTCSS)
 - TDKM/Virtual Submarine (Kno...)
 - NETC (Training)
 - PMS 400 (Smart Ship – Wireless)

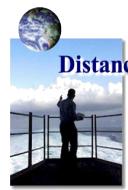


Joint (Service) Distance Support and Feed-back (JDSR)

Advanced Concept Technology Demonstration:

Extending Distance Support to DOD





IDSR Leveraged Programs

Programs

Components

- Navy:
 - Distance Support
 - DS Predictive Response Center
 - Smart ship
 - METOC Systems Knowledge Ctr
- Air Force:
 - IMDS/Point of Maintenance
- Army:
 - Advance Maint Aid Chinook
- Joint Program:
 - Joint Avionics Tech Data Integration
- Industry:
 - Boeing
 - AEPTEC

(Com technology, Content, Bus Process)
(Knowledge Mgmt (KM) technology, facility)
(KM Technology, Wireless Test&Certification)
(KM Technology)

(Demo facility, E-tools, AIT, Content)

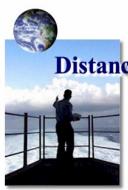
(Process, Test Facility, AIT, E-tools)

(Content, Infrastructure, E-tools, Processes)

(Support Facility, Software tools)

(Sensors, Wireless)

Critical System



Summary

Distance Support is a business process transformation that leverages the tools and technology of eBusiness and Information

Technology to provide:

- ✓ The “Warfighter” a “Virtual SYSECOM presence” and is the primary means for “Reach-back support”
- ✓ The Support Infrastructure the data and information to make proactive system, equipment and process improvements
- ✓ The Resource Sponsors the data and information to make resource allocation decisions

Questions ???